



E-Mail and Unified Communications Services—Product/Service Information

An experienced and dedicated team of WNYRIC staff currently support e-mail archival and support for over twenty WNY school districts, including Erie 1 BOCES. MailMeter™, by Waterford Technologies, is a cost-effective and easy to implement archival solution, offering both investigation and user search tools for archived e-mail (including deleted e-mail).

MailMeter supports both Lotus Notes and MS Exchange platforms. For Exchange, the "collection" server must reside in district, along with the mail server. For Notes, WNYRIC offers a hosted server option as well as a district based server option. WNYRIC staff will discuss and guide the district in making this decision, as part of planning discussion for implementation.

Another part of the planning involves use of SQL server, which is used to index e-mail. If the district already uses SQL for other applications, this can be incorporated into the existing environment.

Record retention policy is important to have in place prior to e-mail archival implementation, as determined by a records retention officer in district. WNYRIC provides guidelines, but NYS Archives sets the retention rules which most districts follow. Storage is another discussion item in the planning process, based on how long e-mails will be kept.

Another decision involves whether to capture e-mail history as part of the implementation strategy, or not. The school superintendent must name key staff to have access to all district e-mail for investigations and eDiscovery issues by signing a security form with WNYRIC.

Training is minimal, since both modules use a Boolean search tool, much like other web search engines. A video clip is provided for those who use Investigate, and basic user documentation assists all other staff in use of "ISR" (Individual Search & Retrieve) module.

Why consider e-mail archival?

- To meet NYS Archives recommendation for record retention
- To easily search and capture e-mail in event of investigation, FOIL requests, or other possible e-mail related issues

Why WNYRIC?

- Experienced and dedicated team to support district
- Cost effective, special bid licensing thru vendor
- Technical support for application, as well as general support in terms of policy and e-mail guidelines
- Offer related e-mail risks, "do's and don'ts" presentation for district staff as part of education regarding e-mail use in the workplace



E-Mail Archival Service (MailMeter)



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